

Need to return or exchange something?

1. Please fill out the form on the backside of this document.

Filling this form incompletely does not affect your rights as a customer, but the processing of your return will take longer.

2. Pack the items you wish to return.

Take your time and pack the items carefully. Don't forget to enclose this form.

3. Create a free return label and attach it to the parcel.*

Scan the QR code below or visit <http://returns.alpinenation.com>. Fill out the online form, print out the generated return label and attach it to your parcel.

You don't need to use our free returns with GLS, if you don't want to. You can still send us the parcel with any carrier of your choice.

Just make sure you send it to:

*Alpine Nation d.o.o.
Ulica Jožeta Jame 12
1000 Ljubljana
Slovenia*



PLEASE NOTE: *If you use our return label, the return will be free of shipping costs for you. If you choose to use any other form of shipping, the cost will NOT be covered by Alpine Nation.*

4. Don't worry if you don't hear from us immediately.

We make every effort to process all requests as quickly as possible, but sometimes it gets a bit busy and it can take some time to get it done. Don't worry - your satisfaction is our number one priority.

**Free returns are currently only available to customers from the following countries:*

Austria, Belgium, Croatia, Czech Republic, Denmark, Estonia, Finland, France, Germany, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Netherlands, Poland, Portugal, Slovakia, Spain, Sweden.



Return / Exchange form

Name and surname: _____

Email: _____

Order or Invoice number: _____

Bank account number*: _____

*(only if you paid via bank transfer or cash on delivery)

I wish to return the following item(s):

	ITEM NAME, COLOR AND SIZE	QUANTITY
#1	_____	_____
#2	_____	_____
#3	_____	_____
#4	_____	_____
#5	_____	_____

I wish to exchange the above item(s) with the following:

	ITEM NAME, COLOR AND SIZE	QUANTITY
#1	_____	_____
#2	_____	_____
#3	_____	_____
#4	_____	_____
#5	_____	_____

I wish to claim warranty for the following item(s):

	ITEM NAME, COLOR AND SIZE	QUANTITY
#1	_____	_____
#2	_____	_____
#3	_____	_____

Description of the fault:

